



## OPEN TENDER:

# DEDICATED LINE INTERNET SERVICE PROVIDER FOR OKAPI NET FOUNDATION

**Okapi Net Foundation** (hereinafter referred to as "The Client") is seeking proposals from qualified service providers for the provision of a dedicated line internet service for its Maiduguri FM Broadcast station located in Maiduguri, Borno State, Nigeria.

### PROJECT DESCRIPTION:

The Client requires a reliable and high-performance dedicated internet connection to support the operations of its Maiduguri FM Broadcast station. The successful bidder will be responsible for the design, installation, and on-going maintenance of the internet service.

### TENDER DEADLINE:

Three (3) weeks from the closing date of this tender. All submissions must be received by Close of Business (CoB) on Friday, July 5<sup>th</sup>, 2024 at West Africa Time (WAT).

### BID SUBMISSION:

Interested service providers must submit a comprehensive proposal electronically to [tender1@okapi.cc](mailto:tender1@okapi.cc) that addresses all the selection criteria outlined in the Terms of Reference (ToR).

### DOWNLOADABLE TOR:

The Terms of Reference (ToR) document can be downloaded from the following link: <https://ndarason.com/en/wp-content/uploads/sites/3/2024/06/DEDICATED-LINE-INTERNET-SERVICE-PROVIDER-FOR-OKAPI.pdf>

### SELECTION CRITERIA:

The selection of the successful bidder will be based on a competitive evaluation process that considers the following criteria (*detailed in the ToR*):

- **Experience (30 Points):**

- Proven experience in delivering and maintaining dedicated internet services for radio stations or similar organizations in Nigeria (minimum 5 years). **(15 Points)**
- Experience working in Maiduguri or Borno State (bonus points). **(5 Points)**
- Proven ability to meet or exceed SLAs (Service Level Agreements) for uptime and response times. **(10 Points)**
- **Technical Expertise (15 Points):**

Ability to demonstrate a strong understanding of the technical requirements outlined in the ToR, including: **(Details in ToR)**

- Minimum bandwidth requirements
- Latency specifications
- Network redundancy options
- Security protocols

**Proposed solution architecture and justification. (10 Points)**

- **Network Performance (20 Points):**
  - Guaranteed minimum bandwidth upload and download speeds. **(10 Points)**
  - Uptime Service Level Agreement (SLA) with penalties for downtime. **(5 Points)**
  - Latency guarantees (response times). **(5 Points)**
- **Customer Service (10 Points):**
  - Commitment to providing excellent customer service, including: (Details in ToR)
    - 24/7/365 technical support contact information
    - Response time targets for support inquiries
    - On-site support availability **(if applicable)**
- **Pricing (25 Points):**
  - Competitive pricing structure for the proposed service, including: **(Details in ToR)**
    - Monthly recurring costs
    - Installation fees
    - Additional service charges **(if applicable)**

**MANDATORY REQUIREMENTS:**

In their proposals, all bidders must provide verifiable proof that they meet the following mandatory requirements:

- Valid business license to operate in Nigeria.
- Relevant certifications and experience in internet service provision.
- Strong financial standing and proven track record (audited financial statements for the past 2 years may be requested).

- Minimum of three (3) references from satisfied clients in the radio broadcasting industry (or similar) in Nigeria.

**CONFIDENTIALITY:**

All information submitted in the proposals will be treated as confidential by The Client.

**Contact Information:**

For any inquiries regarding this tender, please contact: E-mail: [tender1@okapi.cc](mailto:tender1@okapi.cc)

**Please Note:**

- This is an open tender process.
- The Client reserves the right to accept or reject any or all proposals.
- The Client is not bound to award the tender to the lowest bidder.
- Only shortlisted bidders will be contacted.

**We encourage all qualified service providers to submit their proposals before the deadline.**



## TERMS OF REFERENCE (TOR)

### DEDICATED LINE INTERNET SERVICE PROVIDER FOR OKAPI NET FOUNDATION

#### 1. INTRODUCTION

Okapi Net Foundation (hereinafter referred to as "The Client") is seeking proposals from qualified service providers for **the provision of a dedicated line internet service for its Maiduguri FM Broadcast station located in Maiduguri, Borno State, Nigeria.**

#### 2. PROJECT DESCRIPTION

The Client requires a reliable and high-performance dedicated internet connection to support the critical operations of its Maiduguri FM Broadcast station. **The successful bidder will be responsible for the following:**

- Design and implementation of a dedicated internet solution that meets the technical requirements outlined in this ToR.
- Installation and configuration of all necessary equipment at the Maiduguri FM Broadcast station.
- On-going maintenance and technical support for the internet service.
- Service Level Agreements (SLAs) that guarantee uptime, response times, and bandwidth availability.

#### 3. SCOPE OF SERVICES

**The scope of services includes, but is not limited to:**

- Dedicated internet access with guaranteed minimum bandwidth (**details in Section 4.1**).
- Diverse routing options to ensure redundancy and minimize downtime.
- Secure and reliable internet connection with appropriate firewalls and intrusion detection/prevention systems.
- 24/7/365 days technical support with clearly defined response time targets for service inquiries.
- On-site support availability during business hours (optional, to be specified in proposals).
- Proactive monitoring and maintenance of the internet connection.

- Regular reporting on network performance and service utilization.
- Project management for the design, installation, and implementation of the solution.

## **4. TECHNICAL REQUIREMENTS**

### **4.1 Bandwidth Requirements**

The minimum guaranteed bandwidth requirements are:

**Please quote for:**

- One service that is 15mbps upload speed and 15mbps download speed
- One service that is 20mbps upload speed and 20mbps download speed.
- The bandwidth must be dedicated to our service and not shared with other clients.

### **4.3 Network Redundancy**

**The proposed solution should include diverse routing options to minimize downtime in case of a primary connection failure. Bidders should detail their redundancy strategy in their proposals. The network support should be 24/7.**

### **4.4 Security**

**The proposed solution must adhere to industry best practices for internet security.** This includes:

- Implementation of firewalls and intrusion detection/prevention systems.
- Secure configuration of all network devices.
- Use of strong encryption protocols.

### **4.5 Equipment**

**Bidders must specify the equipment they propose to use for the internet connection, including:**

- Customer Premises Equipment (CPE)
- Routers and switches
- Security appliances

## **5. SERVICE LEVEL AGREEMENTS (SLAS)**

**The successful bidder will be required to enter into a Service Level Agreement (SLA) with The Client.** The SLA will define the following:

- Uptime guarantees with associated penalties for downtime.
- Response time targets for technical support inquiries.
- Resolution timeframes for service issues.

## 6. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- **Experience (30 Points):**
  - Proven experience in delivering and maintaining dedicated internet services for radio stations or similar organizations in Nigeria (minimum 5 years). **(15 Points)**
  - Experience working in Maiduguri or Borno State (bonus points). **(5 Points)**
  - Proven ability to meet or exceed SLAs (Service Level Agreements) for uptime and response times. **(10 Points)**
- **Technical Expertise (15 Points):** *Ability to demonstrate a strong understanding of the technical requirements outlined in the ToR, including: (Details in Section 4)*
  - Minimum bandwidth requirements
  - Network redundancy options
  - Security protocols
- **Proposed solution architecture and justification. (10 Points)**
- **Network Performance (20 Points):**
  - Guaranteed minimum bandwidth upload and download speeds. **(10 Points)**
  - Uptime Service Level Agreement (SLA) with penalties for downtime. **(5 Points)**
  - Latency guarantees (response times). **(5 Points)**
- **Customer Service (10 Points):** *Commitment to providing excellent customer service, including: (Details in ToR)*
  - 24/7/365 technical support contact information
  - Response time targets for support inquiries
  - On-site support availability (if applicable)
- **Pricing (25 Points):** *Competitive pricing structure for the proposed service, including: (Details in ToR)*
  - Monthly recurring costs
  - Installation fees
  - Additional service charges (if applicable)

## 7. INSTALLATION REQUIREMENTS

Two weeks from appointment of tender

## 8. SUBMISSION REQUIREMENTS

All